

SCOPE OF WORK

Comprehensive Disability Training Services

1.0 ADES VISION AND MISSION STATEMENTS

- 1.1 ADES Vision: Every child, adult, and family in the State of Arizona will be safe and economically secure.
- 1.2 ADES Mission: The Arizona Department of Economic Security (ADES) promotes the safety, well being, and self sufficiency of children, adults, and families.
- 1.3 The Arizona Rehabilitation Services Administration (RSA) Mission for the Vocational Rehabilitation (VR) Program: To assist individuals with disabilities to achieve economic self-sufficiency through meaningful and sustained employment.
- 1.4 RSA Mission for the Independent Living (IL) Program: To work with individuals with severe disabilities to achieve increased independence through the provision of individually planned rehabilitation services in a partnership with the Statewide Independent Living Rehabilitation Council (SILC), the Centers for Independent Living (CILs) and all other stakeholders.

2.0 PURPOSE

- 2.1 This service is to purchase support training and disability-related services from community providers who are specialized in serving individuals with disabilities. Services to be provided under this contract include adjustment to disability, independent living skills development, orientation and mobility training, career exploration, and supported education. Clients who are deaf, hard of hearing, blind, visually impaired, or those who have combined vision and hearing loss are served under separate RSA contracts.
- 2.2 Through the provision of Comprehensive Disability Services, RSA intends to increase opportunities for its clients to receive "one-stop" service delivery in a coordinated, efficient manner that will allow completion of their independent living and/or vocational goals as quickly as possible without reducing quality of services.
- 2.3 The Contractor is required to provide all Comprehensive Disability services directly or through its subcontractors.
- 2.4 Legal Authority: A.R.S. § 41-1954 (A) (6) provides ADES the authority to contract and incur obligations within the general scope of its activities and operations. RSA is authorized to provide this service under the Rehabilitation Act of 1973, as amended (29 U.S.C. 723(a) Vocational Rehabilitation Services and 29 U.S.C 796 e -2(1) Independent Living Services), and A.R.S. §23-503 Duties and Powers of Vocational Rehabilitation Division (i.e. Administration).
- 2.5 Projected Awards: It is the intent of ADES to make multiple awards for this service to cover all geographic areas of the State. ADES reserves the right to make a single award. The anticipated start date is July 1, 2008. ADES intends to establish the contract with an initial contract term of one (1) year with extension options.
- 2.6 Utilization: This contract is awarded on an as needed, if needed basis and may be used by any administration within ADES. The Department does not guarantee any amount of work during the term of the contract.

3.0 SERVICE DESCRIPTION

- 3.1 Arizona Taxonomy. Services provide two or more of the following services that assist individuals in receiving services: independent living skills development, orientation and mobility training, assistive technology services, career exploration, adaptive communication training, and supported education.
- 3.2 Support training and disability-related services include a variety of instructional and rehabilitative services to assist RSA clients in achieving their individualized vocational and/or independent living goals and functioning more independently in the work place, the home and in the community. These services may be provided in either an individual or group setting.
- 3.3 This service is not intended to:
 - 3.3.1 Teach specific vocational skills;

3.3.2 Provide therapeutic or other counseling interventions to address significant behavioral; or psychological issues.

3.4 Background Information

3.4.1 The Rehabilitation Service Administration is the administration within ADES that provides Vocational Rehabilitation (VR) services and Independent Living (IL) services to individuals with various disabilities.

3.4.2 Through the provision of VR services, RSA assists individuals in achieving permanent, integrated, and competitive employment consistent with their strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice. Through the provision of IL services, RSA assists eligible individuals to increase their ability to function independently in their homes, as well as the community.

3.4.3 Individuals with disabilities need additional assistance from community providers, who are specialized in serving various disability populations in the areas of orientation and mobility, independent living skills development, adjustment to disability, career exploration, and supported education.

4.0 **CONTRACTOR REQUIREMENTS**

4.1 General Requirements. The Contractor shall:

4.1.1 Ensure that all services provided are culturally relevant and linguistically appropriate to the population to be served.

4.1.2 List in the AZ 2-1-1 Statewide information and referral database, the health and human services or emergency resource services provided by the Contractor that meet the inclusion policy for Arizona 2-1-1. The Contractor shall keep this information current during the term of this contract. The Inclusion Policy and information about how to register is located online at <http://www.az211.gov> under the link "Provider Tools."

4.1.3 Notify the RSA District staff designated for contract monitoring and RSA Contracts Unit within ten (10) business days when:

4.1.3.1 Assigning a new staff member to provide the contracted service.

4.1.3.2 There is a significant change in contract related job duties for Contractor's staff members or within Contractor's facility.

4.1.3.3 Contractor's staff, that has provided the contracted services, terminates employment or has their employment terminated by the Contractor. The Contractor shall report whether such termination can be expected to affect the Contractor's performance under this contract.

4.1.4 Subcontract with only those individuals or organizations who meet the qualification requirements as stated in Section 4.3 below.

4.1.4.1 All subcontracts for any portion of this contract shall be submitted for review and approval to RSA Contracts Unit Manager, Central Office at least thirty (30) calendar days prior to commencement of work. Approval from the DES Office of Procurement in a form of the contract amendment is required when adding any new subcontractor.

4.1.4.2 The Contractor shall monitor the performance and quality of service delivery of its subcontractor(s) and maintain support documentation of the monitoring efforts.

4.1.5 Establish and maintain case records for all clients referred by RSA and those who received services under this contract.

4.1.5.1 Ensure that each client case records include the RSA *Referral for Services* form, *Client Service Plan* RSA authorization letter, monthly progress reports, notes from meetings, time log of service provision, client attendance log, progress of the client until final disposition of the case, including Client Satisfaction Survey.

4.1.5.2 Retain the case records for a period of five (5) years after termination of the contract or five (5) years after termination of service to the client, whichever is later.

4.1.5.3 Upon request from RSA, provide the original case records to the RSA designated staff within forty eight (48) hours of the request (weekends and holidays excluded).

4.1.6 Develop and maintain a quality management plan in order to continuously monitor the delivery of services and to ensure that the service provision meets the client's objectives. The Contractor shall have its quality management plan on file and make the plan available to RSA contract monitors upon request. The quality management plan shall contain elements that address the following:

- 4.1.6.1 Managing incidents, including corrective actions and preventions;
- 4.1.6.2 Dealing with complaints and grievances;
- 4.1.6.3 Monitoring and evaluating the service provision (i.e., measurement of outcomes as it relates to the client's objectives) and the improvement of the quality of services;
- 4.1.6.4 Routinely monitoring its personnel to ensure the effectiveness of the relationship between the client and direct service personnel; and
- 4.1.6.5 Soliciting input from clients to evaluate the effectiveness of the service provision by developing a client satisfaction survey and providing a copy of the survey to all clients upon the client's completion of the services for them to complete and sign. The results of the client's satisfaction survey shall be kept in the client's case file.
- 4.1.7 Adhere to the following requirements in accordance with the Rehabilitation Act and its implementing regulations (Sections 12(c) and 101(a)(6)(B) and (C) of the Act; 29 U.S.C. 709(c) and 721(a)(6)(B) and (C)) and 34 CFR 361.51) :
http://www.access.gpo.gov/nara/cfr/waisidx_02/34cfr361_02.html
- 4.1.8 Adhere to the Arizona Department of Security, Rehabilitation Services Administration Code of Conduct (Exhibit F).
- 4.1.9 Adhere to Client Transportation Requirements (Exhibit J) if a client is being transported during the service provision.
- 4.2 Service Requirements
- 4.2.1 Service Planning Consultation. The Contractor shall:
 - 4.2.1.1 Receive a written authorization (indicating *Service Planning Consultation* from a designated RSA purchasing staff and an RSA *Referral for Service* form from the referring RSA Counselor **prior** to performing services under this contract. Verbal authorizations are not allowed. The *Referral for Service* will include all client data relevant for successful service provision.
 - 4.2.1.2 Upon receipt of the *Referral for Services* from the Counselor and prior to the initial meeting with the client, review and be familiar with the referral information.
 - 4.2.1.3 Schedule a Service Planning Consultation meeting with the client and/or the client's representative within seven (7) business days upon receipt of the *Referral for Services* and a written RSA authorization. The purposes of this face to face meeting between the Contractor and the client are to assess the client's service needs by using existing information provided by the RSA Counselor (e.g. vocational assessment, psychological assessment, school records, etc.) and /or information provided by the client and, where appropriate, by the client's family or representative(s) as a primary source of information to the maximum extent possible and appropriate, and in accordance with confidentiality requirements;
 - 4.2.1.4 Develop a *Client Service Plan* (Exhibit C) upon which the provision of services shall be based. The Plan shall include clear, measurable objectives and specific time frames for the client to achieve the objectives.
 - 4.2.1.5 Submit the *Client Service Plan* to the referring RSA counselor for approval. Once the Plan is approved by the RSA counselor, a new written authorization letter may be issued by the RSA Counselor to initiate service provision. The service authorization will contain the number of service units, service setting (individual or group), duration of the authorization, and any other relevant data.
- 4.2.2 Provision of Services. The Contractor shall:
 - 4.2.2.1 Initiate service provision within ten (10) business days after receipt of written authorization for services and provide services as specified in the *Client Service Plan*.
 - 4.2.2.2 Ensure that the appropriate new authorization has been received from the RSA Counselor prior to making any changes in the level of service provided, including an increase or decrease in the number of units of service and/or a change in the setting.
 - 4.2.2.3 Provide tools, materials and techniques necessary to complete the service plan.
 - 4.2.2.4 Utilize modified equipment, fixtures, material or any other aids deemed necessary in order to meet the physical, mental or sensory needs of the client.
 - 4.2.2.5 Use appropriate instructional techniques and resources in respect to cultural, gender, and lifestyle differences.
 - 4.2.2.6 Monitor the client's progress and provide ongoing support/feedback to help the client understand his/her strengths and limitations, and encourage the client to improve his/her skills

and behaviors. If the support is provided in writing, the Contractor shall submit this to the Counselor for the client's file.

- 4.2.2.7 Continually evaluate the progress of the client, revise the service plan as needed and notify the RSA counselor about any revisions of the *Client Service Plan* within two business days.
- 4.2.2.8 Notify the RSA Counselor verbally within one business day if the client is encountering serious difficulties and problems that interfere with successful completion of the agreed-upon objective(s).
- 4.2.2.9 Submit *Monthly Progress Reports* (Exhibit D) that **clearly** describe the client's progress being made toward the achievement of the mutually agreed upon goals, including documentation of appointment dates and attendance record. The client's achievement of the stated objectives will be used as a basis for payment after the RSA counselor approves the Contractor's monthly progress report and invoice for payment.
- 4.2.2.10 Schedule regular monthly meetings with the RSA Counselor and the client either via phone or in person if the service provision is projected to last eight weeks or longer.
- 4.2.3 Specific Service Requirements. The Contractor shall:
 - 4.2.3.1 Have a competency-based curriculum that contains a series of skills or competencies to be developed for each of the services that shall be delivered. A curriculum for each service shall be available for review upon request by RSA staff.
 - 4.2.3.2 The Contractor's program curriculum shall at minimum specify the following:
 - 4.2.3.2.1 Service objectives/overall service plan;
 - 4.2.3.2.2 The skills and knowledge to be acquired in the program;
 - 4.2.3.2.3 The timetable to be followed when acquiring the skills and knowledge including the number of the daily hours of training/instructions and the duration of the entire program, expressed in the total number of clock hours in which the program is expected to be accomplished.
 - 4.2.3.3 Adjustment to Disability services are a comprehensive and integrated set of instructions, mentoring and other services designed to provide individuals with disabilities with confidence, interpersonal and disability-specific skills, and a positive attitude toward disability that is needed for their achievement of competitive employment, community integration, and/or independence. The provision of such services assists individuals in adjusting to living and working with a disability, thus greatly enhancing their ability to achieve long-term success in the workplace. These services may include, but are not limited to, the following:
 - a. Addressing various aspects of the client's disability and the impact of the disability on independent living and work;
 - b. Development of adequate social functioning in clients who are experiencing personal and interpersonal problems, whether pertaining to temporary situational stress or a disabling condition;
 - c. Guidance in social functioning and development of personal and social skills which can help a client cope more effectively with disability and/or life situations and their stresses;
 - d. Assistance in developing self-help skills through the client's own self-directed adjustment to and acceptance of their disability (ies) and increased self-confidence. This includes a positive attitude toward disability, increased independence and independent problem solving, changed attitudes, broadened perspectives of available alternatives, increased communication skills, examination of goals and values, etc.
 - e. Training and support in self-advocacy to encourage clients to advocate for themselves in order to obtain the services and personal rights and respect to which they are entitled. Assistance may take the form of training in specific skills, providing encouragement and motivation to those needing it, or providing information and resources to clients;
 - d. Guidance and assistance in developing natural supports in the community;
 - e. Instruction in personal habits, responsibility and productive decision making;
 - f. Referral to and instruction in utilization of disability-related services available in the community (e.g., Arizona Long Term Care, Arizona Health Care Containment Cost System, Arizona Department of Behavioral Health Services, etc.).
 - 4.2.3.4 Independent Living Skills Development services include practical life skills education, guidance, or training in the activities of daily living. These services may include, but are not limited to, instruction in:
 - a. Personal appearance, hygiene and grooming;
 - b. Learning to organize and dress for school or work (selection of appropriate attire);

- c. Personal safety;
- d. Personal management of medication(s);
- e. Use of simple (low-technology) adaptive aids and devices;
- f. Appropriate use of personal care attendants;
- g. Appropriate interpersonal skills necessary for successful integration into the community
- h. Financial planning, money management and budgeting, etc.;
- i. Meal planning and nutrition.

4.2.3.5 Orientation And Mobility Training services empower a client to safely navigate through one or more identified environment. These services may include, but are not limited to, the following:

- a. Safe transfer and travel techniques;
- b. Instruction in how to follow directions in order to reach a specific location;
- c. Safe navigation of streets techniques;
- d. Communication skills and strategies for contact with the public;
- e. Use of public transportation and knowledge of routes and stops;
- f. Use of the telephone for information and emergency procedures.

4.2.3.6 Career Exploration services consist of exposure to essential facets of the workplace and work, and information concerning various career areas. This service is not a job searching service or a job readiness service, which are provided under a different RSA contract as part of job placement, but a set of services designed to increase a client's informed choice and career decision-making ability, enabling him/her to select a vocational goal commensurate with his/her abilities, capabilities, and interests.

4.2.3.6.1 The curriculum shall contain a description of the methods to be used to assist clients in researching various career fields, qualifications and skill requirements for various jobs for which the client is interested, and job outlook and current employment opportunities with local employers and throughout the State of Arizona. These services may include, but are not limited to, the following:

- a. Assistance in preparing the *Career Exploration Summary* (Exhibit E). The Summary shall describe the career the client has chosen, education and /or training requirements, and plans for accomplishment of the selected vocational goal.
- b. Assistance with organizing the client's career exploration process and activities so as to assist him/her in developing effective career exploration skills;
- c. Introduction and orientation to the world of work, to include the meaning, value and demands of work; effective stress management/conflict resolution in the work place; and other work-related requirements;
- d. Development of self-assessment and exploration skills for the purpose of gaining an increased awareness and understanding of the client's abilities, interests, values, and needs;
- e. Guidance through the available employment networks, navigating through the One Stop Centers and their resources and/or utilizing other community resources;
- f. Provision of information about various industries and occupations and assistance to the client in understanding the difference between occupations, industries, and work options;
- g. Identification of three (3) possible careers suitable to the client's personal factors, for which the research shall be conducted;
- h. Assistance with exploring those industries and occupations for which the client expresses interest through:
 - i. Finding and reviewing occupational trends and wages, job responsibilities, education and training requirements, job outlook and other relevant information;
 - ii. Watching career videos;
 - iii. Researching employers through available resources, setting and conducting informational interviews with various companies, job shadowing and other applicable methods to learn more about the company, its industry, or the occupation(s) available;
 - iv. Maximizing the client's decision-making power by comparing and contrasting specific companies;
 - v. Exploring and arranging internships and work-based training;
 - vi. Monitoring progress in the internship/volunteer work experience setting, etc.

- 4.2.3.7 Supported Education services are instructional activities that prepare a client for the education or training necessary to successfully achieve employment in their chosen field as outlined in the client's service plan. These services may include, but are not limited to, the following:
- a. Identifying education and/or training requirements for the client's selected vocational goal;
 - b. Utilizing educational resources for locating appropriate educational and/or training programs and assistance to the client in selecting the program that is the most suitable for the client;
 - c. Identifying educational costs, exploring and finding financial aid resources and options to pay for the selected educational/training program and applying for financial aid (e.g., Pell Grant, private grants, etc.);
 - d. Assisting the client in registering for the selected educational/vocational training programs, to include:
 - i. orientation to the school campus and school services, and
 - ii. introduction to the Disability Services Resource (DSR) centers on campus and coordination of disability related accommodation services and any needed special services.
- 4.3 Qualification Requirements. The Contractor shall ensure that:
- 4.3.1 Personnel who oversee the services provided under this contract and prepare progress reports meet the following minimum requirements:
- 4.3.1.1 A Master's Degree in a related field (e.g., Rehabilitation Counseling, Psychology, Sociology, Education, etc.) and documentation of one year of full time employment working with individuals with disabilities; or
- 4.3.1.2 A Bachelor's degree in a related field (e.g. Rehabilitation Counseling, Psychology, Sociology, Education, etc.) and documentation of two years full time employment in working with individuals with disabilities; or
- 4.3.1.3 A high school diploma or GED and documentation of five (5) years of experience directly working with individuals with disabilities, preferably involved in the provision of vocational rehabilitation services.
- 4.3.2 Personnel who do not have the above qualifications, but who provide direct services under this contract shall have a high school diploma or G.E.D and one (1) year of documented experience (preferably working with individuals with disabilities and involved in the provision of vocational rehabilitation services). These individuals may be utilized as follows:
- 4.3.2.1 On a limited basis and when assigned tasks that would be considered preliminary or less technical in nature, and
- 4.3.2.2 Under the direction and supervision of staff member who meets the criteria in 4.3.1 above.
- 4.3.3 Personnel directly involved in the provision of these services is able to communicate, either directly or through the assistance of professional services, in the native language of clients who have limited speaking ability and to use all other appropriate and effective modes of communications used by clients (e.g. Spanish language). The Contractor shall incorporate the cost of utilizing qualified professional services for communication with RSA clients in the proposed rate.
- 4.3.4 Personnel providing direct client services is trained and supported to effectively meet the variety of needs of RSA clients, including clients with intensive behavioral, physical, and medical challenges.
- 4.3.5 Its personnel records shall include:
- 4.3.5.1 Copies of all licenses and/or certifications,
- 4.3.5.2 A current organizational chart that outlines the functional structure of the organization, including all program areas and staff positions, and
- 4.3.5.3 Current written job descriptions, which include minimum qualifications for training and experience, for each position that shall be utilized in the provision of a service under the contract, and current résumés/applications for each person who will be providing services.

5.0 SERVICE OUTCOMES AND PERFORMANCE MEASURES

5.1 ADES/RSA has set forth the following service outcomes:

5.1.1 General Service Outcome. The outcome for these services is development of necessary adaptive skills and self confidence which will enable RSA clients to be successful in employment or in post secondary education/skill training.

5.1.2 Service Specific Outcomes:

Comprehensive Disability Training

- 5.1.2.1 Adjustment to Disability. Upon completion of adjustment to disability services, a client shall be measurably better at coping with disability-related issues, more independent, and able to objectively recognize their strengths and limitations. The client shall also be able to identify his/her needs and opportunities to become self-sufficient and /or employable or successful in college and/or in the work place as outlined in the *Client Service Plan* (Exhibit C).
 - 5.1.2.2 Independent Living Skills Development. Upon completion of independent living skills development services, a client shall have acquired the skills and knowledge necessary to perform everyday tasks effectively or shall have measurably improved his/her personal and household management skills as outlined in the *Client Service Plan*.
 - 5.1.2.3 Orientation and Mobility Training. Upon completion of orientation and mobility services, a client shall have developed the skills and knowledge necessary to travel safely and independently within any environment in order to meet his/her vocational and/or independent living goals as outlined in the *Client Service Plan*.
 - 5.1.2.4 Career Exploration. Upon completion of career exploration services as outlined in the *Client Service Plan*, a client shall have gained basic career exploration skills and be able to articulate his/her vocational goal which shall be reflected in the *Career Exploration Summary* (Exhibit E) developed by the client.
 - 5.1.2.5 Supported Education. Upon completion of supported education services, a client shall have a clear understanding about what education or training he/she may need to secure employment in their chosen occupation and what is required to gain that education or training as outlined in the *Client Service Plan*.
 - 5.2 The Contractor shall meet the following minimum acceptable performance standards during a contract year:
 - 5.2.1 **Performance Standard #1-** Acceptance Rate: ninety percent (90%) of the RSA clients referred for services shall be accepted by the Contractor.
 - 5.2.2 **Performance Standard # 2-** Successful Completion Rate: eighty percent (80%) of clients who were accepted by the Contractor shall successfully complete the objectives outlined in the *Client Service Plan*.
 - 5.3 RSA will conduct ongoing evaluation of the Contractor's performance in achieving the minimum acceptable service standards through the Contractor's monthly and quarterly reports and RSA data available through the RSA Database. The results of the evaluation will be shared with RSA Counselors as part of informed choice in selecting the services among available Contractors for the services.
- 6.0 PAYMENT FOR SERVICES**
- 6.1 Payment shall be made at a contract rate for each type of service based on the negotiated price per service unit as specified in the Price Sheet.
 - 6.2 Contract rates are all inclusive, which means that they include all costs associated with the provision of the service including but not limited to: salaries, operating cost, travel time, preparation of billing and reports, routine follow-up phone calls, research, time for client no shows. RSA will not pay separately for these or any other costs except as noted herein.
 - 6.3 Payment will be made by the Department upon receipt and acceptance of required reporting documents and accurately completed original invoices as stated below.
 - 6.4 SERVICE UNITS for these services may be Individual Contact Hour or Group Contact Hour.
 - 6.4.1 One Individual Contact Hour means sixty (60) minutes of actual time spent providing services to one RSA client.
 - 6.4.1.1 Service units for Individual Contact Hour are computed as follows: At the end of a reporting period, the Contractor may round the total time spent with the client to the nearest quarter of an hour (15 minutes). Example: 22 hours and 15 minutes = 22.25 hours; 22 hours and 30 minutes = 22.5 hours; 22 hours and 45 minutes = 22.75 hours.
 - 6.4.1.2 Billable hours include time spent:
 - 6.4.1.2.1 With the client face to face or using other communication methods (e.g. phone calls) provided that service provision lasted longer than 15 minutes.
 - 6.4.1.2.2 With a community agency representative(related to access to community services) or an employer (related to internship) face to face or by phone calls to resolve issues raised by the client or other party provided that service provision lasted (15) minutes or longer.

- 6.4.1.2.3 With an RSA Counselor face-to-face or by phone calls to discuss specific issues pertaining to the client, provided that service provision lasted longer than 15 minutes.
- 6.4.1.3 Routine follow up calls with the client, the RSA Counselor or any other party are not billable.
- 6.4.2 One Group Contact Hour means sixty (60) minutes of actual time spent with a client who is in attendance in a group of two (2) to six (6) clients receiving direct services.
- 6.4.2.1 Service units for Group Contact Hour are computed as follows: At the end of a reporting period, the Contractor may round the total time spent with the client to the nearest quarter of an hour (15 minutes). Example: 22 hours and 15 minutes = 22.25 hours; 22 hours and 30 minutes = 22.5 hours; 22 hours and 45 minutes = 22.75 hours.
- 6.4.2.2 Billable time for Group Contact Hour includes the following:
 - 6.4.2.2.1 If one staff member serves between two and six clients simultaneously, count as one group contact per client.
 - 6.4.2.3 Group contacts with seven or more clients by one staff member are not billable.
- 6.4.3 A service unit for **ORIENTATION AND ADJUSTMENT TO DISABILITY** services shall be:
 - 6.4.3.1 One Individual Contact Hour; or
 - 6.4.3.2 One Group Contact Hour.
- 6.4.4 A service unit for **INDEPENDENT LIVING SKILLS DEVELOPMENT** services shall be:
 - 6.4.4.1 One Individual Contact Hour; or
 - 6.4.4.2 One Group Contact Hour.
- 6.4.5 A service unit for **ORIENTATION AND MOBILITY TRAINING** services shall be:
 - 6.4.5.1 One Individual Contact Hour; or
 - 6.4.5.2 One Group Contact Hour.
- 6.4.6 A service unit for **CAREER EXPLORATION** services shall be:
 - 6.4.6.1 One Individual Contact Hour; or
 - 6.4.6.2 One Group Contact Hour.
- 6.4.7 A service unit for **SUPPORTED EDUCATION** services shall be One Individual Contact Hour.
- 6.5 If a client receives services in an individual and group setting the same day, the Contractor shall clearly itemize the type of setting and applicable rate (Individual Contact Hour and Group Contact Hour).
- 6.6 The Contractor shall bill RSA only for the number of hours that have been authorized by the RSA Counselor (Individual Contract Hour or Group Contact Hour). The number of service units authorized by the RSA Counselor is based on the individual client's needs after discussion with the client and the Contractor prior to authorizing services.
- 6.7 The Contractor shall keep accurate records of time spent on the service provision, client attendance time sheets as support documentation to demonstrate the basis for billing at Individual or Group Contact Hour.
- 6.8 The Contractor shall not bill RSA if being paid on that calendar day by another agency (e.g. Division of Developmental Disability, Regional Behavioral Health Authority, etc.) for similar activities for that client.
- 6.9 Payment will be only made by RSA upon receipt of acceptable reporting documents and the invoice. If any of the documents is illegible, improperly submitted or contains an error, RSA staff will notify the Contractor in writing within seven (7) business following receipt of the document.
- 6.10 Travel and Per Diem Reimbursement
 - 6.10.1 If travel is required for the service provision, the Contractor will be reimbursed for mileage and per diem in accordance with the Arizona Department of Administration (ADOA) Accounting Manual, Section II-D and the laws relating to travel contained in the Arizona Revised Statutes § 38-621 through § 38-627, as may be amended. Travel guidelines can be found at www.gao.state.az.us/travel.
 - 6.10.2 Mileage to and from meetings with a specific client is billable if the trip, one-way, exceeds thirty-five (35) miles from the Contractor's business location reported in the *Facility Location Chart* or elsewhere in this contract.
 - 6.10.3 Time spent in travel status, including driving, shall not be billed and shall be included in the contract rate. The Contractor shall secure his/her own transportation for any necessary travel.
 - 6.10.4 All travel expenses shall be related to the services provided and shall be reasonable and necessary.

- 6.10.5 The Contractor shall submit a monthly *Travel Summary Report* (see Exhibit G) reporting all travel trips made in performance of services for this contract during the billing period for each client separately.
- 6.10.6 Any travel expenses for meals or overnight shall be approved in advance by the RSA staff who authorized the service and original receipt for supporting the expense shall be attached to the billing for reimbursement.
- 6.10.7 All travel shall be

7.0 REPORTING REQUIREMENTS

7.1 Program Reports

- 7.1.1 The Contractor shall submit the following reports to the referring RSA Counselor:
- 7.1.1.1 *Client Service Plan* (Exhibit C) within seven (7) days of completion of the Plan;
- 7.1.1.2 *Monthly Progress Reports* (Exhibit D) within fifteen (15) days following the month in which services were delivered;
- 7.1.1.3 *Career Exploration Summary* (Exhibit E) within seven (7) days of completion of the service.
- 7.1.1.4 Unusual Incidents reports. Any incidents shall be verbally reported the same day of the occurrence to the RSA Counselor and RSA Contracts Unit Central Office. A legible, written report of the unusual incident shall be submitted within three (3) business days. Incidents may include but are not limited to:
- Death of a client;
 - Alleged neglect, abuse, mistreatment or exploitation of a client (by anyone);
 - Disappearance of a client. The Contractor shall report a missing client to law enforcement officials and RSA as soon as the Contractor suspects that the client may be missing;
 - Suicide attempts by the client;
 - Sexual abuse,
 - Inappropriate sexual behavior; or
 - A client who might pose a threat to the physical or emotional well-being of an individual or Contractor's staff member.
- 7.1.2 The Contractor shall submit the following reports to the RSA District staff designated for contract management and a copy of this report to the RSA Contracts Unit, Central Office within thirty (30) days following the end of each quarter:
- 7.1.2.1 Quarterly Reports (Exhibit H) to; along with
- 7.1.2.2 Client Satisfaction Survey (using a format of its choice) for those clients who completed the program during the quarter. The Survey shall measure client satisfaction with services provided, goals obtained, and staff interaction, and their role in decision making process.
- 7.2 Finance Reports
- 7.2.1 The Contractor shall submit the following reports to the referring RSA Counselor within fifteen (15) days following the end of each service month or upon service completion;
- 7.2.1.1 An original and **complete** *Contractor Billing Form* (Exhibit I);
- 7.2.1.2 Travel and per diem costs shall be itemized on the *Contractor Billing Form* accompanied with *Travel Summary Report*.
- 7.2.2 If an invoice is improperly submitted or contains an error, RSA staff will notify the Contractor in writing within seven (7) business days following receipt of the original invoice.
- 7.3 Other Reports: RSA reserves the right to request the Contractor to submit additional or revised reports related to the service provision.
- 7.4 All work performed by the Contractor shall be done to the RSA Counselor's and the client's satisfaction.
- 7.4.1 At the RSA Counselor's discretion, the Contractor may be required to do the work over in order to meet the needs of the client as stated in the *Client Service Plan*.
- 7.4.2 Substandard work shall be documented by the RSA Counselor, who shall notify the Contractor about the deficiencies and the changes needed (e.g., some elements of the Client Service Plan are not completed or not completed satisfactorily, a written report that is illegible or does not address some important client services needs, an incomplete monthly progress report that does not include a description of activities provided during a reporting period, etc.).
- 7.4.3 Payment shall not be authorized for any work until the RSA Counselor has accepted it as complete and satisfactory.